1. As an administrator **(estimation 2)**

I want to configure the system with the services that each desk offers

So that the system represents the actual organization of the office

1. As an administrator **(estimation 1)**

I want to configure the service time

So that the approximate waiting time for the users is as correct as possible

1. As an administrator **(estimation 3)**

I want the system to have a queue for each service type

So that the longest queue is served first

1. As a user **(estimation 3: design a good UI for user)**

I want to see all the offered service types

So that i choose the service that i need

1. As a user **(estimation 3)**

I want to receive a ticket that has an approximate waiting time

So that I know how much i have to wait

1. As an officer **(estimation 2)**

I want to call the next user in queue that is requesting a service that i can offer

So that i can serve them

7. As an officer (estimation 2)

I want that only users that are requesting a service that i can offer are called to my desk

So that I can serve them

1. As a user **(estimation 1)**

I want to receive a ticket that has a unique number

So that I know when my turn comes **and in which desk to go**

1. As a user **(estimation 5)**

I want to be notified when my waiting time changes

1. As an officer **(estimation 2)**

I want that a called user is removed from the queue

So that the same user is not served by two desks offering the same service

1. As an administrator **(estimation 3)**

I want the queues to be reset every morning

So that ticket numbers restart from 1

1. As an administrator **(estimation 8)**

I want to see the statistics of the number of served users per service or in total daily/weekly/monthly

So that I can decide how many desks to assign to each service